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# SECRETARY (OFFICE AUTOMATION) GS-0318-06

#### I. INTRODUCTION

This position is located in Product Manager, Combined Arms Assessment Network (PM CAAN), Project Manager, Distributed Interactive Simulation (PM DIS), Simulation, Training and Instrumentation Command (STRICOM).

#### II. MAJOR DUTIES AND RESPONSIBILITIES

Serves as secretary and principal administrative assistant to the Manger, Project Office Combined Arms Assessment Network (PO CAAN) with responsibility for the performance and coordination of all the clerical, procedural, day-to-day administrative support and typing activities which are required to accomplish the work of the organization. The office's programs are directly affected by, and necessitates frequent interface with higher-level components within AMC, DA, other military services, DOD, industry and academia.

Performs the following typical, but not all inclusive, secretarial duties:

- a. Receives all visitors and telephone calls to the supervisor. Ascertain nature of call or business of visitors and determines appropriate action. Refers important business of visitors and determines appropriate action. Refers important business and high-ranking visitors to supervisor; when that is not practical, takes messages for supervisor's attention or makes later appointments for visitors. Refers business requiring technically qualified responses to the appropriate action officer or technical area with the organization. Is authorized to provide administrative and readily available technical information to callers upon determination of their right to receive it.
- b. Maintains the supervisor's calendar and schedules appointments and meetings upon own initiative based upon personal knowledge of supervisor's workload and current issues of importance. Reminds supervisor of appointments and briefs supervisor on the matters to be considered before the scheduled meeting. Reschedules appointments on own initiative when it becomes apparent that supervisor will not be able to meet previous schedules.
- c. Responds to requests for information concerning the organization's functions. Personally prepares responses on schedule from source material. Anticipates need for information and systematically prepares material so that it is immediately available for supervisor's needs. In the absence of the supervisor, assumes responsibility for ensuring that requests for action or information that would normally receive the supervisor's personal attention are made known to responsible activity personnel who can satisfy the request. Follows up on required actions and informs supervisor of their status. When the supervisor is absent but accessible, decides whether important or emergency matters should be brought to the supervisor's attention.
- d. Arranges for conferences, including such matters as location, schedule, agenda, and attendance list. Assembles background material for the supervisor.

- e. Reads incoming correspondence, publications, regulations, and directives which may affect the organization. Determines those that can be acted upon personally and takes necessary action. Uses initiative to obtain clarification of instructions form originating offices or appropriate focal points when necessary. Determines those which require referral to the supervisor because of their importance or supervisor's interest. Prepares, on own initiative, a digest of content for assistance of supervisor when deemed appropriate. Maintains control records on incoming correspondence and action documents and follows up on work in process to ensure timely reply or action. Responds to requests for a wide variety of administrative and technical data which are available in the files or in other documents, input to management by objectives status reports, etc. Incumbent either independently gathers needed data: prepares responses and transmits information to requestor; or requests technical input, consolidates, and either finalizes or presents to supervisor for review and signature. Reads directives and instructional material pertaining to administrative practices and clerical procedures in order to be aware of new, revised, or amended procedures for such matters as preparation and processing of correspondence, various technical documents, files management, mail procedures, preparation of travel vouchers, and security procedures. Assists supervisor's subordinates in the procedural aspects of expediting the work of the office including explaining report requirements and organization files. Recognizes the need for and installs various office or administrative procedures to improve office efficiency, such as developing reference documents and designing worksheets to gather input for a variety of recurring reports.
- f. Makes necessary arrangements for travel, arranging schedules of visits, making reservations, notifying organizations and officials to be visited, and submitting travel vouchers and reports.
- g. Establishes and maintains classified and unclassified files for the office. Obtains material from files and other record sources based frequently on sketchy information provided by the requester. Exercises initiative in establishing, revisiting, or disposing of files to meet needs and demands for material. Knowledge of security regulations is required for control of classified material.
- 2. Office Automation: Performs typing on both an electronic typewriter and computer keyboard wherein the work requires competitive level proficiency in typing as well as knowledge of office hardware and software systems. Uses varied functions of several types of word processing software such as electronic mail, graphics, spreadsheet, and database management. Applies knowledge of the processing procedures and function keys in performing a substantial range of functions within each software type. Independently performs duties such as assisting the staff in the use of office automation hardware and software, and/or devising new automated forms to monitor travel and training budgets, overtime, property book, and the like in conjunction with secretarial duties. Exercises responsibility for proper spelling, grammar, and format, and arrangement of typed material.

Performs other duties as assigned.

#### 1. Factor I - Knowledge Required

#### A. Knowledge Type III

Knowledge of the duties, priorities, commitments, policies, and substantive programs and goals of the staff sufficient to perform assignments such as reviewing publications, directives, and other materials which may affect the organization and taking appropriate follow-up action; to anticipate follow-up action; to anticipate follow-up action; to anticipate and prepare materials supervisor needs in order to respond to correspondence or phone calls; and to coordinate the work of the office with other offices.

Knowledge of the required reporting and general administrative procedures of the US Army, NTSC, and the application of various procedures, requirements and points of contract of Defense acquisition system in order to advise and instruct the clerical staff.

Knowledge of office automation systems in order to use several types of software for office needs. Skill in operating a keyboard to key data into an automated system, to make appropriate corrections, store, retrieve, insert, and delete data.

The skills of a qualified typist are required.

Knowledge of grammar, spelling, punctuation and the US Army formats.

### B. Work Situation B

The Project Office, Combined Arms Assessment Network is small and the supervisor directs the staff primarily through face-to-face meetings. However, the organization has extensive responsibility for coordinating work throughout AMC, DA, other military services, DOD, industry, and academia.

#### 2. Supervisory Controls

The incumbent works under the general supervision of the Deputy Manager PO CAAN who sets priorities an deadlines for some specific assignments. The incumbent plans and carries out the assignments in accordance with the established policies and practices of the office. Priorities and deadlines for the day-to-day work flow of the office are set by the incumbent based on a knowledge of the overall functions and projects of the organization.

#### 3. Guidelines

In addition to dictionaries, style manuals, software user manuals, and a wide variety of AMC/DA instructions and policies, for this position include standing policies instructions, rules of thumb established by the PM, and experience in the position to know what needs to be done an how to do it in order to improve office efficiency. The incumbent interprets and adapts these guidelines to specific problems as they arise. Often the guidelines are not directly applicable to the work situation, requiring the incumbent to use a degree of judgment in interpreting and adapting guidelines to meet specific situations, takings, or priorities.

#### 4. Complexity

The incumbent controls, coordinates, and accomplishes clerical and administrative work. Decisions regarding what needs to be done in handling the assignments of the office require analysis of subject matter and issues involved in each assignment (e.g., coordination of key elements within AMC/DA; interpretation and selection, from several options, of the most effective method of communication for takings and responses; analyzing, requirements, developing approach, advising others on what is to be done, and reviewing responses); and of the goals, priorities, and commitments of the Manager and office.

#### 5. Scope and Effects

The incumbent ensures that the clerical and administrative work of the organization conforms to the appropriate policies and procedures and gives advice concerning procedural requirements. The degree to which this is done will affect the accuracy and reliability of further processes.

#### 6. Personal Contacts

Contacts include employees within the office, as well as with persons in echelons above, below, and counterpart to PO CAAN.

#### 7. Purpose of Contact

The purpose of the incumbent's work is to plan, coordinate, or advise on work efforts or to resolve operating problems of the office.

#### 8. Physical Demands

The work is sedentary. There is some carrying of light items such as papers and files.

## 9. Work Environment

The work is performed in an office setting.